

October 9, 2002

Communicating clearly with the public and with each other is not only an important goal of mine, but it is also one we share as an agency. Clarity is essential to communicating the often complex technical information our stakeholders need. No matter how accurate our information is, if the public can't understand our decisions we will not be effective.

I urge all of you to help us improve the quality of our written products, especially documents intended for the public such as correspondence, regulations, advisory circulars, airworthiness directives, and information posted on the Internet. For this reason, I have asked Annetta Cheek, Plain Language Coordinator, to review drafts of all my outgoing correspondence. She will also be working with the lines of business to improve our correspondence and other documents intended for the public. Please give her your support.

I know good writing is hard work, but the costs of poor communication are significant. Plain language will pay huge dividends in improved customer service, safer skies, and reduced costs for both the agency and our customers.

Marion C. Blakey
Administrator